

**Confidential**

May 31, 2010

**BERKELEY BOWL SUPERVISOR TRAINING**

1. **Everything in this meeting is CONFIDENTIAL**
  - a. Meeting topics, instructions, strategy, plans, etc.
  - b. What is said, handouts, information you provide, etc.
  - c. Company attorneys, consultants, etc.
  - d. An election has been scheduled for June 23. It will be:
    1. Secret Ballot
    2. No one will know how they voted
    3. Conducted by the NLRB
    4. Voting will be here in our store. Whatever you do ....PLEASE VOTE !
2. **Company Strategy: Defeat the Union.** State our "Opinions". Be legal. Take our plan to defeat the Union, and WIN. Get these clowns out of our store and out of our business. VOTE NO ! No Union!
3. **Your role:** Your role is to report what is happening in your work area. Be observant. Don't forget, your role is to supervise and direct your employees to accomplish the goals of your department. Whatever is happening during work-time, WORK always comes first. If you observe the Employees talking to Union reps during work time, ask the employees to please "get back to work, you can talk to friends or Union representatives during your break".
4. **Your Point of Contact:** Each Supervisor / Manager of a department will be assigned either Bob or Dan to report all relevant information regarding the Union or this decertification election. The assignments are as follows:
  - a) Bob: Cashier Supervisor, Kitchen/Deli/Café Supervisor, Produce Supervisor
  - b) Dan: All other department heads or supervisors report to Dan.
5. **Type of Information You can should provide:** You are our Eyes and Ears. Tell us what is happening out there!

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a. Scorecards – In your opinion, how YOUR employees are going to vote (See below). If you know OTHER employees feelings or they confided in you WITHOUT you asking, give that information to Dan also.

b. What are the employees saying? If you overhear employees talking during work time or you become involved in a conversation and you hear important information, write it down (in private) and get it to Dan.

c. What are the Issues? What is motivating the employees to vote FOR or AGAINST the Union !

d. What you observe during your normal working duties.

e. Are Union Reps or agents in your work area talking to employees during WORK time?

5. What YOU can say and SHOULD do: Always State your opinion: "In my opinion".....

a. .... "All the union is good for is taking your money"

b. .... "Don't forget...the Union is a business....."

c. .... "All the Union wants is your money...\$50.00 a month, times 12 months is \$600.00....times a 3 year contract is \$1,800. And that's AFTER taxes ! I can buy a new Flat screen and surround sound for that !!!!!

d. .... "And if you don't pay your dues, OR initiation fees OR special assessments, the Union will force us to FIRE you! (And remember, they can SPECIAL ASSESS you ANYTIME.....and if you don't pay, the Union will make us fire you!!)

e. .... "We don't need a Union here. Our owner is generous and fair.

f. .... "Hey just look at the other store, they actually make MORE money and have better benefits than we do...and they have NO Union !

g. .... "All the union is good for is strikes...and taking your money. The only way I know how to avoid a strike...is NO UNION.

6. What YOU CANT DO: SPIT !

1. SURVEILLANCE: Overtly "spying" on your employees (following them or listening to their conversations during their NON-work time). While working, don't overtly intrude on their "work space" if not necessary for work reasons.

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2. **PROMISE:** Never make a promise of an increase in benefits (wage increase, more vacation pay, overtime, more benefits, etc.) or ANY change in a working condition, to an employee. Any discussion of benefit changes or future benefit changes is strictly prohibited.

3. **INTIMIDATE:** Don't pressure employees to tell you anything. Don't ask questions about the Union or how they feel about the Union. You can always state your opinion if your ASKED a question or are in a conversation and you want to make a "point".

4. **THREATEN:** Don't do anything or say anything that could be interpreted as a threat. Never say the word "UNION", keep all conversations about WORK, unless your asked about your OPINION, or you have an opportunity to give your opinion.

### **6. Knowing your people – "Scorecards"**

Scorecards are VERY confidential. Never leave your notes or any writing ANYWHERE. Never be in a place where employees see you writing something down, unless it looks work related. We must avoid the appearance of "spying /surveillance". Knowing how employees feel about the Union and how they feel about the Company is important. But we need to collect this information legally – NOT by asking employees about their feelings, yet KNOWING how your employees feel. Be observant, listen if they volunteer information. Who do they associate with? Who do they talk to? What are the issues important to them....in your opinion... without ASKING them.

### **SCORECARD CATEGORIES:**

1. **Strong Employer:** No matter what, will vote for the Company. Even if you fired there brother the day before!

2. **Leaning Employer:** They are "pro-company" and are hard workers. I have heard them say they "don't like the Union". They are not easily influenced. In private, they will most likely VOTE for the Company.

3. **DON'T KNOW ???** A Fuzzy thinker? New employee, don't know how they feel. Never say anything to anyone. Not sure what makes them tick.

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4. Leaning Union: Have heard them say they like the Union. When the Union calls a meeting, you understand they have always gone. They hang out with strong Union supporters. Their relatives are heavily involved in the Union.

5. Definitely Union: They will vote for the Union... no matter what ! Are leaders in the Union movement, always talking to the Union officials, and you overhear them talking to employees about the benefits of being Union. They push the Union or the Union is part of their sole. Even if they got a \$10.00 raise, the day before the election, they would STILL vote for the Union !

*When relaying the above information (your opinion) to Dan, be conservative in your estimates. If your NOT SURE, then Under estimate the category you put an employee into. For instance, if your overheard an employee say "I would never vote for a Union, they screwed my dad years ago". I would still put that employee as "Leaning Employer".*

7. The "tools" in our tool box we will use to defeat the Union:

1. Your opinion expressed to your employees;
2. Key employees opinions expressed to employees (bad experiences, etc.)
3. Glen and Dan's opinion expressed to employees
4. Personal letter from Glen
5. Direct mail to the employees home (Union dues, Hit pieces on the union, comparing benefits with the other store, etc.) You will see these BEFORE they hit the employees mail boxes.
6. "Posting" the letters for employees to read at work (communications boards)
7. Pay Check stuffers (The value of Union dues of \$50.00 a month, invested over time, to an employees 401k)
8. Supervisor/Department head meeting with employees
9. Calling down employees the day before the election (All Supervisors)
10. One-on-one employee talks or discussions with managers, supervisor, etc.

***If there is ANY DOUBT.....VOTE NO !***

**KEEP THIS DOCUMENT CONFIDENTIAL**  
Do not share it with anyone or leave it lying around.